

## Appendix 6

### Exit Questionnaire Feedback (April 2019 to September 2019)

Between 01 April 2019 to 30 September 2019, 164 staff left the Trust.

52 partially completed and 46 fully completed exit questionnaires.

<b>Completed Exit Questionnaires by Directorates</b>		
CYPU Cambs	17	32.96%
Ambulatory Care	15	28.85%
Luton Adults	7	13.46%
CYPU Luton	5	9.62%
Corporate	4	7.69%
CYPU Norfolk	4	7.69%

The main reasons for leaving cited was lack of Careers Opportunities (19.61% /10 leavers), and lack of promotion and career development opportunities (19.61% /10 leavers).

Five respondents indicated that they wished to discuss their reason for leaving, (see table below) and all were contacted and the details of those conversations shared with the relevant Manager.

16 questionnaires, where there were negative responses, were followed up by the human resources team with either the line manager or service director.

The majority of staff report having good working relationships with their colleagues and manager; feeling engaged and that their contribution was recognised. However 27.08% / 13 leavers indicated that they did not feel their problems and complaints were dealt with fairly, which is a reduction on the previous half year feedback which indicated 41.67% of leavers felt this.

24.48%/12 leavers did not feel they were treated with dignity and respect in an environment free from bullying and harassment which is small reduction on the previous half year returns which indicated 27.24% felt this.

90% of responded stated they received the proper training, induction and had clear development objectives.

Appendix 6

**Exit Questionnaire data comparison October 2018 to March 2019 and April to September 2019**

<b>Leavers and Questionnaires returned</b>	April to September 2019	October 2018 to March 2019	Change
No of Leavers	164	142	+20
No of Questionnaires started	52	38	+14
No of Questionnaires Completed	46	35	+11
Percentage of Leavers undertaking a questionnaire	28%	26%	+2%
<b>Main Reasons for Leaving</b>			
Career Opportunities elsewhere	10	6	up
Promotions/Career Development opportunities not available	10	5	up
Career Change	3	5	down
Organisational Culture	7	5	up
Job No as Expected	1	3	down
Did not like job/work	1	2	down
Training and Development Opportunities not available	2	2	-
Work Life Balance - personal	2	2	-
Relocation	3	2	up
Ill Health	1	2	down
Retirement	5	2	up
Commute to Work	1	1	-
Work life balance - Work related	5	1	up
Employee DNA	1	0	up
<b>Length of Service - highest</b>			
1 to 3 years	18	14	up
3 to 5 years	9	7	up
less than 1 year	7	7	-